

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. – Enterprise CMS and Mobile Applications Development

Job Summary: Reports to the Director for Enterprise Development Solutions within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on the development, integration, deployment and ongoing support of business critical web and mobile solutions for the State.

Responsibilities:

- Provide direction and assign priorities to the Enterprise CMS and Mobile Applications Development team.
- Maintain and promote effective customer service relationships with users, business owners, vendors and agency leadership to inform them of services offered by the Enterprise CMS and Mobile applications team.
- Provide consultation and recommendations to state agencies by identifying their technology challenges and explore how the enterprise solutions can meet their business needs.
- Oversee and make recommendations based on the applications capabilities, trends impacting cost, schedules and quality for CMS and Mobile applications.
- Develop and align strategies based on performance metrics and business requirements for CMS and Mobile applications.
- Manage customer expectations and negotiate solutions to complex problems with customers and vendors as it relates to CMS and Mobile applications.
- Develop objectives for assigned team to measure and improve organizational efficiency and performance.
- Determine appropriate allocation of budgeted funds within functional area to ensure that highest priority projects have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic plan of the organization.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Review and approve enhancement requests for CMS and Mobile applications.
- Evaluate existing workforce against current and future service offerings.
- Oversee and direct the IT operational environment for CMS and Mobile applications through subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Define and drive the mobile strategy enabling the achievement of business goals and customer satisfaction levels.
- Lead a talented team responsible for managing and enhancing Application Lifecycle Management/ Software Configuration Management.
- Build process programs to maintain codebases that are optimized for compliance.
- Lead the CMS and Mobile team to monitor website content for out-of-date postings.
- Work with Communication Directors and TeamTN Committee to manage site feedback.
- Oversee the evaluation of website content for brand/image consistency, and consistency with other marketing activities/media.
- Participate in the Branding and Video Committee.
- Provide oversight to the CFG group, Governor's Office, and First Lady's website and mobile needs.
- Sell benefits, internal initiatives, and process changes to employees and business partners to facilitate adoption and enhance investment.
- Make strategic recommendations to executive management.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the state's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Experience managing large and complex IT systems such as CMS and Mobile applications in a statewide environment.
- Two years of managerial experience.
- Experience managing iOS, Android, and CMS enterprise development efforts.
- Experience working with Executive level customers.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

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Preferred Qualifications:

- Prior experience overseeing statewide CMS and Mobile applications.
- Prior experience with state wide initiatives that affect all branches of government and 20+ State departments.
- Prior state government experience.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.